

Mitel MiContact Center Enterprise

OPEN APPLICATION SERVER
SITE DATA COLLECTION TOOL USER GUIDE

Release 9.5 SP2



NOTICE

The information contained in this document is believed to be accurate in all respects but is not warranted by Mitel Networks™ Corporation (MITEL®). The information is subject to change without notice and should not be construed in any way as a commitment by Mitel or any of its affiliates or subsidiaries. Mitel and its affiliates and subsidiaries assume no responsibility for any errors or omissions in this document. Revisions of this document or new editions of it may be issued to incorporate such changes.

No part of this document can be reproduced or transmitted in any form or by any means - electronic or mechanical - for any purpose without written permission from Mitel Networks Corporation.

TRADEMARKS

The trademarks, service marks, logos and graphics (collectively "Trademarks") appearing on Mitel's Internet sites or in its publications are registered and unregistered trademarks of Mitel Networks Corporation (MNC) or its subsidiaries (collectively "Mitel") or others. Use of the Trademarks is prohibited without the express consent from Mitel. Please contact our legal department at legal@mitel.com for additional information. For a list of the worldwide Mitel Networks Corporation registered trademarks, please refer to the website: <http://www.mitel.com/trademarks>.

Open Application Server – Site Data Collection Tool User Guide
Release 9.5 SP2 – October 2021

®,™ Trademark of Mitel Networks Corporation
© Copyright 2021 Mitel Networks Corporation
All rights reserved

INTRODUCTION

This section describes the Site Data Collection Tool. The Site Data Collection Tool captures information that is necessary to identify system problems from various applications like Open Application Server (OAS), MiCC Enterprise and Enterprise License Manager (ELM).

WHAT YOU WILL LEARN

In this section, we will discuss the following topics in detail:

1. What type of data is collected
2. How to access the Site Data Collection utility
3. How to indicate data to capture
4. How to specify how the data is to be stored

OVERVIEW

The Site Data Collection Tool collects vital data related to OAS, ELM and MiCC Enterprise and stores this information as is or in a compressed format in a specified folder. This data can then be used by technical personnel to troubleshoot possible installation and operational problems. It is a standalone executable that is included in the media kit and is installed along with the OAS Management tools. This tool can be used to collect data only from the local host.

DATA

The Site Data Collection Tool stores specific information from various applications. Below is a summary of this data.

Table 1

APPLICATION	INFORMATION
Open Application Server Data	OCS Repository Trace Logs Installation Logs Nuance Information Service Tools Information
MiCC Enterprise and Script Manager	MiCC Enterprise Trace Logs MiCC Enterprise Installation Logs MiCC Enterprise Crash Log MiCC Enterprise Client Information Script Manager Logs Script Manager Installation Logs
Enterprise License Manager	Enterprise License Manager logs Installation Logs
Common Components	Dr Watson Logs System and Event Logs Registry Information for Mitel Applications Application Binary Information - The version and other details of executables and libraries (DLLs) for the following applications OAS MiCC Enterprise Script Manager Enterprise License Manager MFC

LAUNCHING THE SITE DATA COLLECTION APPLICATION

You can launch the Site Data Collection tool from the Windows Start menu (**Start > Programs > Mitel > Open Application Service > Service Tools > Site Data Collection**).

The following table describes the settings available in the Site Data Collection dialog window.

Table 2

PARAMETER	DESCRIPTION
Storage Path	Enter the path where the data files are to be stored. This information will be retained for subsequent use of this utility.
Browse	Opens a Select Folder dialog. Select the folder where the collected data is to be stored or create a new folder.
Save the data collected as a single zip file	Select this option to store data results as a zip file in the specified location. The filename has the following format: Snapshot_<yyyymmdd>_<hhmm ss>.zip
Date Range for Log Files	Select one of the two following options:
All Files	All the log files available are collected.
Between	The Log files between the mentioned dates are collected.
Tabs	The available tabs are based on the software that has been installed. At a minimum, the System tab is shown. Each tab contains selectable options regarding information to collect.
Data Options	Select your desired data options for each application to save this information. Clear any data options you wish to omit. The selections made will be retained for subsequent use of this utility.
Click to choose all Data Options	Select this option to quickly select or clear all options for all tabs.
OK	Saves information you specified into a folder with the following naming convention: Snapshot_<yyyymmdd>_<hhmm ss> Under this folder are subfolders for OAS, MiCC Enterprise, Script Manager, ELM and for System components, which contain the data collected from these applications.

PARAMETER	DESCRIPTION
Cancel	Closes the Site Data Collection utility without saving data. Note that any selections made will not be retained.

Once you click OK, a status box appears indicating what data is being saved.

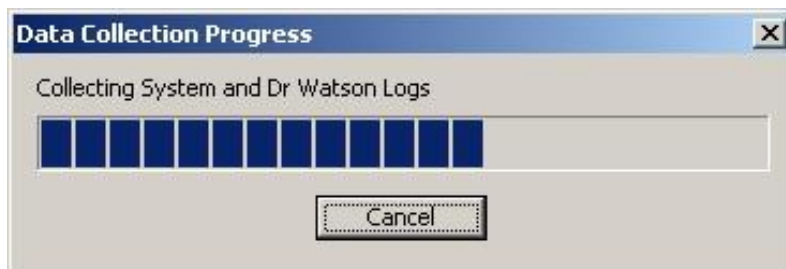


Figure 1: Status Indicator

The time required to complete the data collection depends on the size of the data files and whether you have selected the option to save the data collected as a single zip file. When the data collection is complete, you see the following:

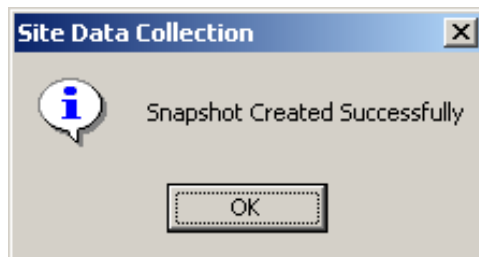


Figure 2: Data Collection Verification

Clicking OK closes the utility and returns you to the Windows desktop.